

# THE CONNECTICUT PROGRAM FOR CHILDREN WITH DIABETES

## DIABETES PHONE CALLS

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Who Are My Providers?

Diabetes Educator: \_\_\_\_\_

APRN: \_\_\_\_\_

Physician: \_\_\_\_\_

**EMERGENCY CALLS (24 hour availability) ..... (860) 837-6700 #1**

ASK FOR DOCTOR ON CALL FOR PEDIATRIC DIABETES/ENDOCRINOLOGY

### What is an Emergency?

#### Who should I call?

\*We want to give families with emergencies the necessary time they deserve so  
*Please do not* call the emergency number for non-urgent concerns\*

#### **Emergency:**

“Diabetes Specialist on call”

**Emergency # (860) 837-6700**

#### **Option #1**

Available 24 hours

Office Hours: 8:00 am - 4:30pm

Answering service picks up at  
lunch (12p – 1p) and after hours

#### **ONLY IF:**

- Your child is vomiting or unable to eat and you have already given insulin OR you want to know how much insulin to give.  
\*Your child will always need some insulin even if they are not eating.
- Illness **with** MODERATE to LARGE ketones in the urine.
- High blood sugars **with** MODERATE to LARGE ketones.
- Insulin Pump Failure **IF** you are unsure what to do for back up insulin.
- After giving Glucagon for a severe low blood sugar.
- Extreme error in insulin dose.

#### **Not an emergency:**

Diabetes Educators

Call the main numbers 860-837-6700 and ask to speak to or leave a message for a diabetes educator.

**Please do not call a diabetes educator for emergencies, use the emergency number. They may not be available immediately.**

Available Monday-Friday 8:00 am-4:30 pm

\*Non-urgent calls may be returned within 1-2 business days.

#### **IF:**

- Your child has high blood sugars but **does not** have MODERATE to LARGE ketones.
- You would like to review recent blood sugars, and make dose adjustments-please try to provide access to your logbook (via email, fax, mychart) or upload your device (cgm or pump) to be viewed.
- You need school, camp, daycare, or any other standard forms.
- You have any general Diabetes education questions.